



WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT  
Division of Economic Support  
Bureau of Work Support Programs

TO: **Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
Child Care Coordinators  
W-2 Agencies**

FROM: Stephen M. Dow  
Policy Analysis & Program Implementation Unit  
Work Programs Section

SUBJECT: **CARES INFORMATION/POLICY PROBLEM RESOLUTION CENTER (A/K/A,  
"CARES CALL CENTER")**

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**CROSS REFERENCE:** BWSP Operations Memos 97-91 and 98-06  
**Income Maintenance Manual**, Chapter VII, Part A

**EFFECTIVE DATE:** Immediately

### **PURPOSE**

This memo describes the CARES Call Center process and procedures to be followed by local agencies. It also provides a quick reference tool describing various State help desks and with which types of problems they can help.

### **"CARES CALL CENTER"**

The CARES Call Center is the primary point of contact for local agencies to resolve policy and systems questions/issues. Program policy includes Wisconsin Works (W-2), Food Stamps, Medicaid, Child Care, Food Stamp Employment & Training (FSET), Emergency Assistance, Burial Reimbursement, and Refugee Services. Systems include CARES and the CARES Automated Tracking System (CATS).

Local agencies may contact us via e-mail, telephone or fax (see attached directory). The CARES Call Center also provides a website, at [https://workweb.dwd.state.wi.us/desbfs/pages\\_callcenter/cares\\_center.htm](https://workweb.dwd.state.wi.us/desbfs/pages_callcenter/cares_center.htm), that contains information and links useful to local Income Maintenance (IM) and W-2 agencies.

### **HOURS & STAFFING**

The CARES Call Center is open from 8 a.m. - 4 p.m. on Monday, Tuesday, Wednesday and Friday. We are closed from 10 a.m. - 12 p.m. on Thursdays for our staff meetings. Please avoid calling during this time or be sure to leave us a message so we can get back to you with assistance as soon as possible.

### **BWSP OPERATIONS MEMO**

**No.:** 01-14

**File:** 1199

**Date:** 03/22/2001

**Non W-2** ☒ **W-2** ☒ **CC** ☒

**PRIORITY:** Medium

## ***CARES/POLICY COORDINATORS:***

IM and W-2 agencies have identified CARES Coordinators and Policy Coordinators. A list of the agency-identified staff can be found on our website under the "Directories" at [https://workweb.dwd.state.wi.us/desbfs/pages\\_callcenter/cares\\_center.htm](https://workweb.dwd.state.wi.us/desbfs/pages_callcenter/cares_center.htm).

CARES and Policy Coordinators currently designated by agencies can be found at our website in the Local Agency Directory. You can send updates to that information by clicking on the "update" tab.

### ***ROLES & RESPONSIBILITIES***

DES expects local agencies to resolve questions whenever possible by utilizing agency staff, management and training resources **before** contacting the CARES Call Center. If the question cannot be resolved at the local agency, the appointed Policy or CARES Coordinator should contact the Call Center.

CARES and Policy Coordinators are the central point of contact for the CARES Call Center. In other words, all CARES/policy questions should be coming from the agency's designated CARES or Policy Coordinators. Local agencies that have appointed coordinators with extensive program/CARES experience and knowledge have found that questions brought to the Coordinator can often be answered by the Coordinator because they have been asked previously and already been answered. Knowledgeable, experienced Coordinators can also troubleshoot and pinpoint the CARES issue before calling. This will make resolution of the problem much less time consuming. In addition, these Coordinators can ensure that the information s/he receives from the CARES Call Center is shared with all agency staff. We urge each and every agency to review their CARES/Policy Coordinator choices to ensure that their coordinators fit the above description so that the Call Center can work in conjunction with your Coordinators in making sure you receive timely and informed answers or solutions to your questions and problems.

The worker should call us directly **only** if s/he is unable to get past a CARES screen and our help is necessary to move him/her forward in the driverflow. In situations where the CARES Call Center staff feel it will be more expedient to talk to the worker directly, we will ask for the phone number and contact that worker.

### ***POLICY COORDINATOR***

This coordinator is the person who contacts the Call Center with policy questions or issues after first determining if the information is already available to the agency from previous Call Center contacts or in DES manuals, handbooks, Operations Memos, and training materials.

### ***CARES COORDINATOR***

This coordinator is the person who contacts the Call Center for systems issues not related to hardware or connectivity problems (see Help Desk Directory attached). Before calling the CARES Call Center, the coordinator should ensure the problem is a CARES problem and not a data entry error and that the problem has not already been reported to the Call Center. If the coordinator determines it is necessary to contact the CARES Call Center, s/he should have all of the pertinent information about the problem and have update access to the case so s/he can implement the corrective measures while talking to the Call Center.

### ***IDENTIFYING COORDINATORS***

Experienced, knowledgeable Coordinators will provide local staff with resources more immediate than DES can provide. DES wants to foster the expertise of the local Coordinators and better identify their roles. To accomplish this goal, we ask that you:

1. Identify at least 1 person as the CARES Coordinator and the Policy Coordinator (may be the same person) and at least 1 backup.

Ensure the CARES Call Center has the most up-to-date information for your Coordinator (including name, phone number and e-mail address). This information may be sent via e-mail or our website anytime there is a change. Our website address [https://workweb.dwd.state.wi.us/desbfs/pages\\_callcenter/cares\\_center.htm](https://workweb.dwd.state.wi.us/desbfs/pages_callcenter/cares_center.htm).

2. Ensure Coordinators check CARES DXBM screen daily and that CARES Coordinators have access to CATS.
3. Ensure that the Coordinator or his/her designated backup is the only person contacting the CARES Call Center (except as indicated above).
4. Encourage Coordinators to send questions or report CARES problems by e-mail whenever feasible.

The CARES Call Center staff will soon only accept calls from designated CARES/Policy Coordinators or their designated backups. Therefore, it is imperative local agencies review the attached Coordinator list for accurate and up-to-date information. If information needs to be changed, notify us immediately via e-mail or our website with the new information.

Please take the time, now, to review the Local Agency Directory attached or at our website at [https://workweb.dwd.state.wi.us/desbfs/pages\\_callcenter/cares\\_center.htm](https://workweb.dwd.state.wi.us/desbfs/pages_callcenter/cares_center.htm) under the "Directories" tab. We need a phone number for the Policy and CARES coordinators and their backups, as well as an e-mail address if one is available for those individuals. Please submit changes by clicking on the "submit changes" tab.

## ***OTHER HELP DESK RESOURCES***

The CARES Call Center is not the only Department of Workforce Development (DWD) call center. In order to reduce any confusion that may exist regarding who you should call for which type of questions or problems, a Help Desk Directory is attached.

### ***SECURITY PROBLEMS***

Continue to report security problems individually. That is, the person experiencing the security difficulty should contact the Security Help Desk directly at 608-268-6827 (see Help Desk Directory attached).

### ***CONNECTIVITY PROBLEMS***

Continue to report CARES clocking and connectivity issues to the DWD Service Desk directly at 608-266-7252 (see Help Desk Directory attached).

## ***CONTACT***

DES CARES & Policy Call Center

Email: [carpolcc@dwd.state.wi.us](mailto:carpolcc@dwd.state.wi.us)  
Telephone: 608-261-6378 or  
608-261-6317 (Option #1)  
Fax: 608-266-8358

**Note:** Email contacts are preferred. Thank you.

**CARES INFORMATION/POLICY  
PROBLEM RESOLUTION CTR.  
(CARES CALL CTR.)**

608-261-6317 - #1      Fax: 608-266-8358  
608-261-6378  
carpolcc@dwd.state.wi.us

**DAY CARE CERTIFICATION/  
CHILD CARE PROVIDER CALL  
CENTER**

608-261-6317 - #2  
608-261-4580

**SECURITY HELP DESK**

608-261-6317 - #3      Fax: 608-267-0484  
608-261-6827

**KIDS INFORMATION/POLICY  
PROBLEM RESOLUTION CENTER  
(KIDS CALL CTR.)**

608-261-6317 - #4      Fax: 608-266-8358  
608-261-6826  
kidpolcc@dwd.state.wi.us

**DWD SERVICE DESK**

608-261-6317 - #5  
608-266-7252

**LEARNINGSPEACE/CBT**

608-266-3664      608-267-5216  
920-674-3905      920-424-5660

Other Useful Numbers

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DWD is an equal opportunity employer and service provider. If you have a disability and need information in an alternate format, or need it translated to another language, please contact (608) 267-0513 or (608) 267-0927 (voice/TDD).

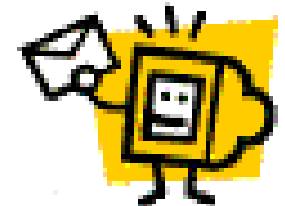
For civil rights questions call (608) 267-0927 (voice/TDD).



(revised 02/07/01)

# Help Desk Directory

(608)261-6317



**CARES INFORMATION/POLICY  
PROBLEM RESOLUTION CENTER  
(CARES CALL CTR)**

**608-261-6378      Fax: 608-266-8358**  
**carpolcc@dwd.state.wi.us**

**Economic Support Policy and Procedures**

- Wisconsin Works (W2)
- Food Stamps, including EBT and CSI
- Medicaid, (including Badgercare, MAPP, Family Care)
- Child Care subsidy (authorizations)
- Child Care payment system
- Emergency Assistance
- Refugee Assistance

**CARES**

- How to key data into CARES
- How to process data
- How to interpret CARES processing of the data
- Report problems of CARES processing of the data
- How to work around the CARES problems
- MMIS interface issues

**Note:** Local agency questions should come through their designated CARES and Policy Coordinators.

**LEARNINGS SPACE/CBT**

**608-266-3664      OR      608-267-5216**  
**920-674-3905      OR      920-424-5660**

**Computer Based Training registration**  
**Navigation within the CBT course**  
**Learning Space password resets**

**KIDS INFORMATION/POLICY  
PROBLEM RESOLUTION CENTER  
(KIDS CALL CTR)**

**608-261-6826      Fax: 608-266-8358**  
**kidpolcc@dwd.state.wi.us**

**Child Support Policy and Procedures**

- Child Support Program policy
- Interstate & Jurisdiction policy
- Administrative Enforcement policy
- Trust Fund/Distribution policy
- Tax Intercept policy

**KIDS**

- How to key date into KIDS
- How to process data
- How to interpret KIDS data processing
- Report problems of KIDS data processing
- How to work around the KIDS problems

**Note:** Local agency questions should come through designated Local Agency Coordinator.

**SECURITY HELP DESK**

**608-261-6827      Fax: 608-267-0484**

**Process DES 10 & 11 forms, issue logons,  
reset passwords, suspend access for:**

- |                  |           |        |
|------------------|-----------|--------|
| ▪ Birth Query    | ▪ Dial Up | ▪ HSRS |
| ▪ BOB            | ▪ DOT     | ▪ KIDS |
| ▪ CARES          | ▪ EBT     | ▪ LAN  |
| ▪ CATS           | ▪ EDS     | ▪ LPMF |
| ▪ Credit Bureau  | ▪ EOS     | ▪ WEBI |
| ▪ Data Warehouse |           |        |

**CARES/KIDS printer IDs**

**Set Administrative units**

**Maintain the following CARES subsystems:**

- Security Maintenance
- History Maintenance
- Caseload Management

**DAY CARE CERTIFICATION/  
CHILD CARE PROVIDER CALL  
CENTER**

**608-261-4580**

**1. Certification of Family and School Age  
Programs**

- Explanation and interpretation of day care certification rules and policy.
- Explanation and interpretation of the Caregiver Background Check law as it applies to certification.
- Discussion of appropriate options for exceptions or stipulations.
- Discussion of appropriate enforcement action for non-compliance.

**2. Child Care Provider Information**

- Check issuance process and timelines.
- Provider notices and attendance report forms.
- Day care certification rules and requirements.
- Assistance to providers with on-line attendance reporting.

**Note:** Agencies are strongly encouraged to resolve provider issues at the local level.

**DWD SERVICE DESK**

**608-266-7252**

- 1. CARES system status updates**
- 2. KIDS system status updates**
- 3. Connectivity to the network**
- 4. Internet access**
- 5. Network clocking**
- 6. Problems with printers**